Definitions for the "Type" Drop Down List Box.

Type	Definition
AoA Applications	Any application that does not fit into the Types that we already have.
Data Center	Install, Remove Equipment, Space, Power, or Access Issues
Desktop Applications	Any application that runs on your desktop. MS Office, Adobe, etc.
Desktop Hardware	Any hardware that is physically connected to your desktop computer
Enterprise Applications	Applications that are used across the State of Vermont, like Exchange, Monitoring Services, Anti-Virus and Database support.
LAN Hardware	Hardware that is connected to the network, like a shared printer, copier or fax.
Mainframe Maintenance (FORM Required)	Service orders, requests for function changes or installation of new products.
Mainframe Problem/Question	Issues (ex. outages, subsystem down, abends, function not working properly), questions about how the Operating System or OS support systems operate, requests for information.
New Hire – FORM Required	This is for a new hire. You will fill out the appropriate sections. For example if all you need is an email address, then fill out the Employee Information and the Systems Information section. If you need hardware, please complete the Hardware Information section of the form; etc.
Network Engineering	This is for Network needs that deal with Circuits, routers, switches, firewalls, etc.
Operations Log	This is used by the operators in the Data Center
Password Reset	This is used to request a password reset for the applications listed in Sub-Type.
Project Management	This is used to request Project Management services
Rental	This is used to request equipment such as LCD projectors, Laptops, TV/VCR, etc.
Termination – FORM Required	This is to remove email, hardware, network connectivity of a terminated employee. If the employee is transferring from one dept to another within State government, please let us know in the Systems Information section.
Web	This is for State Government Web page problems.
WIC	Any maintenance, problems or questions related to the Dept of Health's Women-Infants-Children (WIC) Progr